

(1) Keep the area where the savings association conducts transactions involving insurance products or annuities physically segregated from areas where retail deposits are routinely accepted from the general public;

(2) Identify the areas where insurance product or annuity sales activities occur; and

(3) Clearly delineate and distinguish those areas from the areas where the savings association's retail deposit-taking activities occur.

(b) *Referrals*. Any person who accepts deposits from the public in an area where such transactions are routinely conducted in a Federal savings association may refer a consumer who seeks to purchase an insurance product or annuity to a qualified person who sells that product only if the person making the referral receives no more than a one-time, nominal fee of a fixed dollar amount for each referral that does not depend on whether the referral results in a transaction.

**§ 136.60 Qualification and licensing requirements for insurance sales personnel.**

A Federal savings association may not permit any person to sell or offer for sale any insurance product or annuity in any part of the savings association's office or on its behalf, unless the person is at all times appropriately qualified and licensed under applicable state insurance licensing standards with regard to the specific products being sold or recommended.

**APPENDIX A TO PART 136—CONSUMER GRIEVANCE PROCESS**

Any consumer who believes that any Federal savings association or any other person selling, soliciting, advertising, or offering insurance products or annuities to the consumer at an office of the savings association or on behalf of the savings association has violated the requirements of this part should contact the Customer Assistance Group, Office of the Comptroller of the Currency, (800) 613-6743, 1301 McKinney Street, Suite 3710, Houston, Texas 77010-3031.

**PARTS 137–140 [RESERVED]**

**PART 141—DEFINITIONS FOR REGULATIONS AFFECTING FEDERAL SAVINGS ASSOCIATIONS**

Sec.

141.1 When do the definitions in this part apply?

141.2 Act.

141.5 Commercial paper.

141.7 Corporate debt security.

141.8 Debit card.

141.10 Dwelling unit.

141.11 Federal savings association.

141.14 Home.

141.15 Improved nonresidential real estate.

141.16 Improved residential real estate.

141.18 Interim Federal savings association.

141.19 Interim state savings association.

141.20 Loans.

141.21 Nonresidential real estate.

141.22 [Reserved]

141.23 Residential real estate.

141.25 Single-family dwelling.

141.26 Surplus.

141.27 Unimproved real estate.

141.28 Withdrawal value of a savings account.

AUTHORITY: 12 U.S.C. 1462a, 1463, 1464, 5412(b)(2)(B).

SOURCE: 76 FR 48990, Aug. 9, 2011, unless otherwise noted.

**§ 141.1 When do the definitions in this part apply?**

The definitions in this part and in 12 CFR part 161 apply throughout parts 100 through 199 of this chapter, unless another definition is specifically provided.

**§ 141.2 Act.**

The term *Act* means the Home Owners' Loan Act of 1933, as amended.

**§ 141.5 Commercial paper.**

The term *commercial paper* means any note, draft, or bill of exchange which arises out of a current transaction or the proceeds of which have been or are to be used for current transactions, and which has a maturity at the time of issuance of not exceeding nine months, exclusive of days of grace, or any renewal thereof the maturity of which is likewise limited.

**§ 141.7 Corporate debt security.**

The term *corporate debt security* means a marketable obligation, evidencing the indebtedness of any corporation in the form of a bond, note